GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2155
ANSWERED ON:06.08.2001
CALL CENTRES
A.P. JITHENDER REDDY;RAMESH CHAND TOMAR

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL has failed to look into various grievances of customers promptly;

(b) if so, whether the Government propose to set up call centres for grievances redressal in the Mahanagar Telephone Nigam Limited (MTNL); and

(c) if so, the extent to which the setting up of these centres are going to settle various grievances of customers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) No, Sir. MTNL has always been striving hard to redress the grievances of customers promptly and to their satisfaction.

(b) & (c): MTNL is proposing to set up Call Centres for grievance redressal and providing other customer services. The introduction of Call Centres would largely facilitate prompt and smooth handling of traffic at Directory Enquiry (197), Changed Number Announcement (1951 & 1952), VIP Complaints handling (178), Subscriber Trunk Dialing (STD)/International Subscriber Dialing (ISD Enquiry (182), National Directory Enquiry (183), Internet Help Desk etc.